

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Present:

Sri Achyutananda Meher ... President
Sri Pulakesh Dasbhaya ... Member (Finance)
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	RKL/ 223 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Bijaya Nanda Sahoo		8141-2318-0314		
		Plot No-L-71, First Floor, Phase-I, At/PO- Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 9348999367		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		29.03.2024			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes		✓
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions		8. Metering		
		9. New Connection		10. Quality of Supply & GSOP		
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations		
		15. Others (Specify) -				
6	Section(s) of Electricity Act, 2003 involved		42(5)			
7	OERC Regulation(s):				Cluses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019				
8	Date(s) of Hearing		29.03.2024			
9	Date of Order		30/03/2024			
10	Order in favour of		Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.				Nil	
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Bijaya Nanda Sahoo		Er. Sandeep Parida, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at SDO-I office of Rourkela Sadar Electrical Division camp on 29-03-2024, the complainant appeared before the Forum whereas SDO-I, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814123180314 with connected load of 3.00 KW. That the Complainant has raised objection the rebate disallowed for the month of Dec'2023. He requested for allowance of rebate and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submits that, he has not received any bill for the month of Dec'2023 so that he could not avail the rebate for the month of Dec'2023.
- He further submits that; he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum for allowance of rebate.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Dec'2023 to Jan'2024.
- The respondent also agreed that the bill for the month of Dec'2023 could not be delivered. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- That the complainant has been given power supply on 11-01-2022. But it is noted by the Forum that the bills have not been generated till Nov'2023. The first bill generated for the month of Dec'2023 @7375 units for 24 months with a meter reading of "7375" with a bill amount of Rs.37475.14 with a rebate amount of Rs.736.49.
- But as submitted by both the parties, the bill for the month of Dec'2023 could not be delivered to the complainant. After getting the bill for the month of Jan'2024, the complainant cleared all the dues but he could not avail the rebate in the bill for the month of Dec'2023.
- Therefore, it is decided by the Forum that, the rebate amount for the month of Dec'2023 should be allowed to the complainant.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The rebate amount of Rs.736.49 for the month of Dec'2023 is to be allowed to the complainant.
- Any adjustments done during the revision period are also to be taken in to consideration.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **30-04-2024**.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".


Co-Opted Member


Member (F)


President

No. GRF/RKL/ 269⁽⁴⁾

Date: 30/03/2024

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

